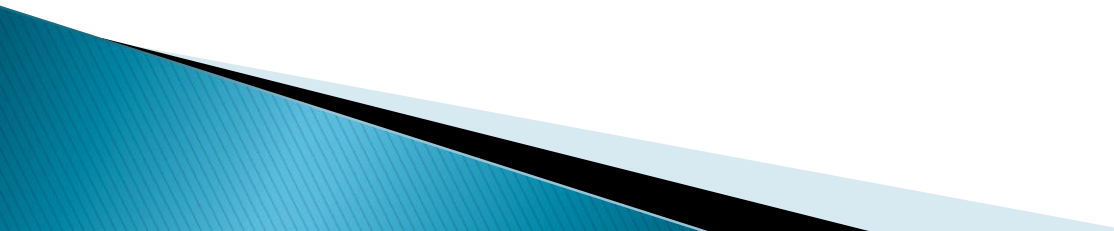


# *Communication Styles: Do You Know Your Type?*

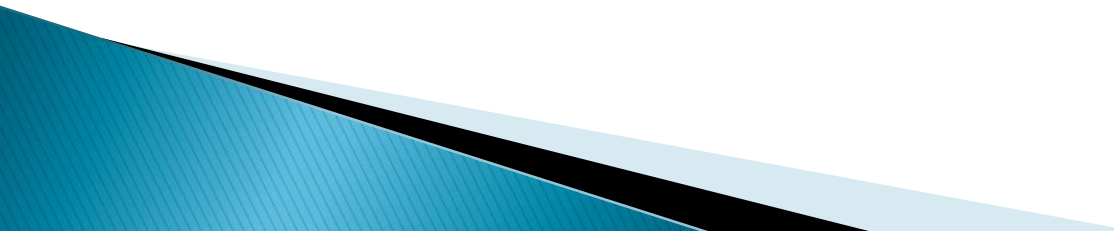
Susan Mongold

# It's YOU..No THEM...No You...

## ► Objectives

- Understand the types of personality clashes we most often encounter
  - Assess our communication style in order to understand the factors that can contribute to conflict
  - Apply this understanding to a work situation
- 

# So Let's Talk...

- ▶ What types of Behaviors? Situations? People? put you in a position of conflict?
    - At work?
    - At home?
    - Anywhere?
- 

# Communication Styles

- ▶ Many of the situations described have an element of communication
  - By voice
  - By typed words
  - By gesture
  - By delivery style
- ▶ Understanding more about our communication preferences may help us deal with the each other and prevent conflict

# Communication Styles

- ▶ Answer the questions from an “at work” perspective
  - No...you there is no “c”
- ▶ Transfer your answers to the scoring sheet and total for you “style”

# SUPPORTER/RELATER



- ▶ Harmonizer
- ▶ Values acceptance and stability in circumstances
- ▶ Slow with big decisions; dislikes change
- ▶ Builds networks of friends to help do work
- ▶ Good listener; timid about voicing contrary opinions; concerned for others' feelings
- ▶ Easy-going; likes slow, steady pace
- ▶ Friendly & sensitive; no person in unlovable
- ▶ Relationship Oriented

# ANALYZER/THINKER



- ▶ Assessor
- ▶ Values accuracy in details & being right
- ▶ Plans thoroughly before deciding to act
- ▶ Prefers to work alone
- ▶ Introverted; quick to think and slow to speak; closed about personal matters
- ▶ Highly organized; even plans spontaneity!
- ▶ Cautious, logical, thrifty approach
- ▶ Thoughtful; no problem is too big to ponder
- ▶ Idea Oriented

# PROMOTER/SOCIALIZER



- ▶ Entertainer
- ▶ Values enjoyment and helping others with the same
- ▶ Full of ideas and impulsive in trying them
- ▶ Wants to work to be fun for everyone
- ▶ Talkative and open about self; asks others' opinions; loves to brainstorm
- ▶ Flexible; easily bored with routine
- ▶ Intuitive, creative, spontaneous, flamboyant approach
- ▶ Optimist; nothing is beyond hope
- ▶ Celebration Oriented

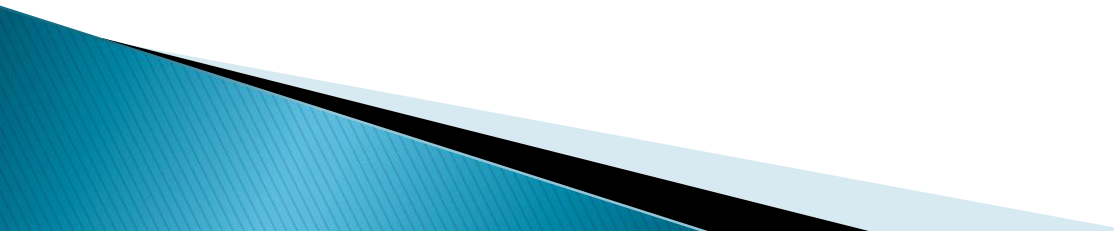


# CONTROLLER/DIRECTOR

- ▶ Commander
- ▶ Values getting the job done
- ▶ Decisive risk taker
- ▶ Good at delegating work to others
- ▶ Not shy but private about personal matters; comes on strong in conversation
- ▶ Likes to be where the action is
- ▶ Take charge, enterprising, competitive, efficient approach
- ▶ Fearless; no obstacle is too big to tackle
- ▶ Results Oriented



# Your Style



- ▶ Now that we have reviewed the styles... does your score reflect YOU?
    - If not...adjust
  - ▶ Move to sit with people “like you”
  - ▶ Are we missing any “styles”? Is everyone the same?
- 

# So Let's Talk...



- ▶ Let's go back to our list of Behaviors, Situations, People where we have conflict...
- ▶ Can we identify if the person/situation/ fits into one of the four styles we have just learned?

# All about You...No..Them...

- ▶ In your style group, look at the “other” styles
  - Identify  way you could present information to each style that might make your message easier for them to respond to
  - Identify  way you would ask each “other” style to present information to you so that you would find the message easier to understand
  - Write down your ideas and select a reporter



# All about You...No..Them...

## ▶ Directors

- Be organized, get to the point
- Provide written details they can read later

## ▶ Socializers

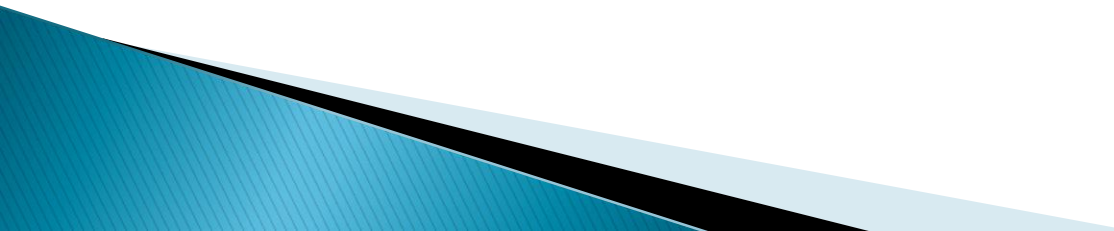
- People oriented so allow time to socialize
- Don't argue with their pie in the sky visions – get excited with them

# All about You...No..Them...

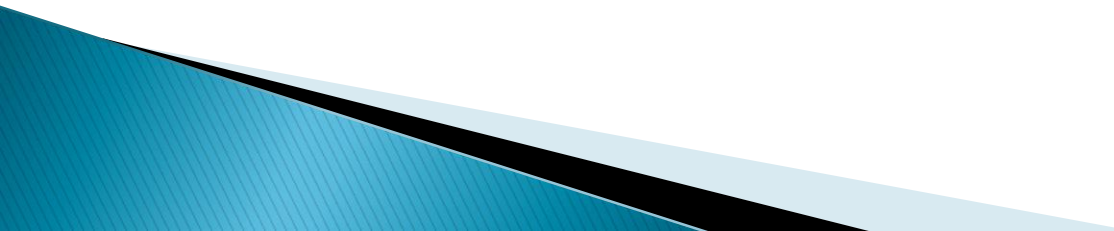
## ▶ Thinkers

- Need details – so provide data
- Need time to make decisions and to talk about details
- Won't contribute in a group – but will crunch numbers/conduct research for the group

## ▶ Relaters

- Value relationships – so earn their trust
  - Opposite of thinkers – engage in a group but don't assign the details
  - Will solicit opinions from co-work
- 

# So...is it YOU...or THEM??

- ▶ How did we do with our Objectives?
    - Understand the types of personality clashes we most often encounter
    - Assess our communication style in order to understand one factor contributing to what creates conflict
    - Apply this understanding to a work situation
- 

# THANK YOU!

